

# TRAINING ANNOUNCEMENT

JANUARY – APRIL 2007

## NASHVILLE

TN DEPARTMENT OF

PERSONNEL

EMPLOYEE DEVELOPMENT &

EEO

505 DEADERICK STREET

SUITE 100

JAMES K. POLK BUILDING

NASHVILLE, TN 37243

615.741.3673

### 3 T's OF COMMUNICATION—TOOLS, TECHNIQUES & TIPS

February 13, 2007 8:30–12:30  
Audience: Any Employee  
Course Number: 4128–0082  
Register By: 1/27/07 Cancellation Deadline: 2/7/07  
Selection Verification Date: 1/30/07 Cost: \$115  
The workplace is moving at a faster pace than ever before. It was not that long ago that “sending” a document meant putting a paper document in an envelope and mailing it. You would be glad for it to be received within a week. Now we expect to send a document anywhere in the world and have it received in a matter of minutes, if not seconds. The communication options that we have today are so numerous! Which is “right”? Which is “best”? How will you know which to use and how best to use it?

*The 3 T's of Communication* is highly specific to State Government's communication environment. This office efficiency course will provide tools, techniques and tips to resolve communication problems facing most office staff today. By using available technology, participants will learn to improve their overall effectiveness and efficiency.

### 3 T's OF COMMUNICATION—TOOLS, TECHNIQUES & TIPS

March 1, 2007 8:30–12:30  
Audience: Any Employee  
Course Number: 4128–0083  
Register By: 2/12/07 Cancellation Deadline: 2/23/07  
Selection Verification Date: 2/15/07 Cost: \$115

### ADA & You: The Untapped Resource

January 30, 2007 8:30–4:00  
Audience: Those who make employment & training decisions  
Course Number: 3067–0107  
Register By: 1/13/07 Cancellation Deadline: 1/24/07  
Selection Verification Date: 1/16/07 Cost: \$110  
This program was designed with the goals of explaining the legal aspects and structure of the Act along with its impact on state government. Another keen focus of the program is how to conduct interviews and make employment decisions in accordance with the ADA.

### ADVANCED LIFESTYLE PLANNING

January 8, 2007 8:30–4:00  
Audience: Vested Employees  
Course Number: 4116–0213  
Register By: 12/22/06 Cancellation Deadline: 1/2/07  
Selection Verification Date: 12/25/06 Cost: \$125  
This program is designed for employees vested with the state who are 15 years or less from retirement. This course will provide the knowledge needed to focus on health & financial goals and to construct a personalized action plan to continue the process of achieving these goals. Participants will obtain information needed to make preparations or adjust existing plans for financial well-being now instead of waiting until retirement, with information on State Retirement, Insurance options and Social Security.

### ADVANCED LIFESTYLE PLANNING

February 2, 2007 8:30–4:00  
Audience: Vested Employees  
Course Number: 4116–0216  
Register By: 1/16/07 Cancellation Deadline: 1/27/07  
Selection Verification Date: 1/19/07 Cost: \$125

### ADVANCED LIFESTYLE PLANNING

March 20, 2007 8:30–4:00  
Audience: Vested Employees  
Course Number: 4116–0215  
Register By: 3/3/07 Cancellation Deadline: 3/14/07  
Selection Verification Date: 3/6/07 Cost: \$125

### ADVANCED LIFESTYLE PLANNING

April 13, 2007 8:30–4:00  
Audience: Vested Employees  
Course Number: 4116–0219  
Register By: 3/27/07 Cancellation Deadline: 4/7/07  
Selection Verification Date: 3/30/07 Cost: \$125

### CHOICES

March 20, 2007 8:30–4:00  
Audience: Supervisory  
Course Number: 2018–0362  
Register By: 3/3/07 Cancellation Deadline: 3/14/07  
Selection Verification Date: 3/6/07 Cost: \$124  
This course shows how an organization can reduce or eliminate EEO complaints and charges, increase manager sensitivity to subtle forms of discrimination, meet affirmative action and EEO guidelines, boost morale, maintain a better public image, and retain its best employees.

# COURSE

## A N N O U N C E M E N T

JANUARY –  
APRIL 2007

NASHVILLE

### CUSTOMER SERVICE: IN GOVERNMENT!

April 30, 2007 8:30–4:00  
Audience: Any Employee  
Course Number: 1037–0115  
Register By: 4/13/07 Cancellation Deadline: 4/24/07  
Selection Verification Date: 4/16/07 Cost: \$140  
This workshop will provide helpful insights into working with customers in a government environment and to accomplish the following objectives:

- Identify job, service, and customer knowledge needed to perform their work.
- Recognize service issues from the customer's point of view & list the top seven "service killers."
- Identify factors that influence customer satisfaction and dissatisfaction.
- Discuss elements of appropriate communication used with a customer.
- Identify "moments of truth" in service of customers in the participant's business area and assess service areas needing improvement.
- Apply the "four steps of service" to exceed customer expectations.

### DEALING WITH DIFFICULT PEOPLE

January 10, 2007 8:30–4:00  
Audience: Non-Supervisory  
Course Number: 1023–0389  
Register By: 12/24/06 Cancellation Deadline: 1/4/07  
Selection Verification Date: 12/27/06 Cost: \$150  
Conflict is something most of us prefer to avoid, but avoiding conflict is not the answer. This course provides a positive, even optimistic, approach to managing anger, emotional tension, and confrontation.

### DEALING WITH DIFFICULT PEOPLE

February 6, 2007 8:30–4:00  
Audience: Non-Supervisory  
Course Number: 1023–0392  
Register By: 1/20/07 Cancellation Deadline: 1/31/07  
Selection Verification Date: 1/23/07 Cost: \$150

### DEALING WITH DIFFICULT PEOPLE

March 15, 2007 8:30–4:00  
Audience: Non-Supervisory  
Course Number: 1023–0394  
Register By: 2/26/07 Cancellation Deadline: 3/9/07  
Selection Verification Date: 3/1/07 Cost: \$150

### DEALING WITH DIFFICULT PEOPLE

April 13, 2007 8:30–4:00  
Audience: Non-Supervisory  
Course Number: 1023–0395  
Register By: 3/27/07 Cancellation Deadline: 4/7/07  
Selection Verification Date: 3/30/07 Cost: \$150

### DELEGATING FOR PRODUCTIVITY AND GROWTH

March 30, 2007 8:30–4:00  
Audience: Supervisors/Managers  
Course Number: 2030–0015  
Register By: 3/13/07 Cancellation Deadline: 3/24/07  
Selection Verification Date: 3/16/07 Cost: \$108  
Delegation means ensuring the demands of workflow are met in a planned and thoughtful way. Leaders need the ability to match projects to the right people or team. This course enables leaders to coordinate people's strengths, workloads, and developmental goals with the work that needs to be done.

### DIVERSITY: THE WINNING BALANCE

February 8, 2007 8:30–4:00  
Audience: Any Employee  
Course Number: 5001–0273  
Register By: 1/22/07 Cancellation Deadline: 2/2/07  
Selection Verification Date: 1/25/07 Cost: \$120  
This course will help all employees explore their personal attitudes towards differences, and how these attitudes affect their interaction with others. Five dramatic segments explore the topic of diversity—on a very personal level.

### EFFECTIVE TRAINING TECHNIQUES

January 16, 2007 8:30–4:00  
Audience: Anyone who trains in a formal setting  
Course Number: 4110–0136  
Register By: 12/30/06 Cancellation Deadline: 1/10/07  
Selection Verification Date: 1/2/07 Cost: \$112  
A trainer has a most challenging and rewarding job. The rewards come when your help and guidance enables a learner to do something better. The challenge lies in making it happen! Of course, a trainer cannot make someone learn. Successful training requires more than just standing in front of the group and telling them what they should know. This workshop will provide the knowledge and skills required to facilitate learning in a classroom environment.

### EFFECTIVE TRAINING TECHNIQUES

February 21, 2007 8:30–4:00  
Audience: Anyone who trains in a formal setting  
Course Number: 4110–0137  
Register By: 2/4/07 Cancellation Deadline: 2/15/07  
Selection Verification Date: 2/7/07 Cost: \$112

### EFFECTIVE TRAINING TECHNIQUES

March 9, 2007 8:30–4:00  
Audience: Anyone who trains in a formal setting  
Course Number: 4110–0138  
Register By: 2/20/07 Cancellation Deadline: 3/3/07  
Selection Verification Date: 2/23/07 Cost: \$112

### ENGLISH REVIEW PART I

April 16–20, 2007 8:30–12:30 each day  
Audience: Any Employee  
Course Number: 1003–0165  
Register By: 3/30/07 Cancellation Deadline: 4/10/07  
Selection Verification Date: 4/2/07 Cost: \$386  
With advancing technology, employees are assuming more responsibility for grammatically correct business correspondence. This course will prepare the employee for today's business world.

### ENGLISH REVIEW, PART II

January 22–26, 2007 8:30–12:30 each day  
Audience: Any Employee  
Course Number: 1015–0105  
Register By: 1/5/07 Cancellation Deadline: 1/16/07  
Selection Verification Date: 1/8/07 Cost: \$360  
Building on the material covered in English Review Part I, participants in this program will have the opportunity to improve their ability to construct easily understood and grammatically correct sentences with proper spelling and punctuation.

# COURSE

# A N N O U N C E M E N T

JANUARY –  
APRIL 2007

NASHVILLE

## GUIDING CONFLICT RESOLUTION

April 27, 2007 8:30-4:00  
Audience: Supervisors/Managers  
Course Number: 2031-0015  
Register by: 4/10/07 Cancellation Deadline: 4/21/07  
Selection Verification Date: 4/13/07 Cost: \$108

### Challenges:

- What causes conflict in the workplace and how can leaders recognize the signs?
- How can leaders help others address and handle their conflict situations?
- How and when should leaders get involved in a conflict situation?

In today's work situations whenever people work together, conflict naturally exists. Addressing conflict quickly and effectively is an important leadership role. *Guiding Conflict Resolution* explores the underlying causes of conflict and enables leaders to recognize signs that it exists. Leaders learn to assess a conflict situation to determine their level of involvement, and they learn interaction skills for addressing conflict situations.

## IMPROVING PERSONAL PRODUCTIVITY

February 6, 2007 8:30-4:00 each day  
Audience: Any Employee  
Course Number: 5030-0075  
Register By: 1/20/07 Cancellation Deadline: 1/31/07  
Selection Verification Date: 1/23/07 Cost: \$54

*Improving Personal Productivity* provides practical tools and techniques to address many of the problems leading to low productivity. This program is designed to improve personal productivity by eliminating or changing non-productive behaviors. It will also help employees achieve a higher level of efficiency by applying new, more productive work habits.

## IMPROVING PERSONAL PRODUCTIVITY

April 5, 2007 8:30-4:00 each day  
Audience: Any Employee  
Course Number: 5030-0076  
Register By: 3/19/07 Cancellation Deadline: 3/30/07  
Selection Verification Date: 3/22/07 Cost: \$54

## INTERVIEWING TECHNIQUES

March 21-22, 2007 8:30-4:00 each day  
Audience: Supervisory  
Course Number: 3027-0202  
Register By: 3/4/07 Cancellation Deadline: 3/15/07  
Selection Verification Date: 3/7/07 Cost: \$222

One of the most important functions in State government is staffing. Interviewing skills are a necessary prerequisite for conducting objective interviews in the staffing function. *Interviewing Techniques* provides a uniform, transferable, and systematic approach to interviewing. Through video modeling, short lectures, and skill practice, participants learn a systematic approach to planning, conducting and evaluating effective interviews. Equal Opportunity, Affirmative Action, and ADA laws are specifically addressed in the course.

## INTERVIEWING TECHNIQUES

April 24-25, 2007 8:30-4:00 each day  
Audience: Supervisory  
Course Number: 3027-0203  
Register By: 4/7/07 Cancellation Deadline: 4/18/07  
Selection Verification Date: 4/10/07 Cost: \$222

## INVESTIGATIONS: DISCRIMINATION AND HARASSMENT CLAIMS

January 11-12, 2007 8:30-4:00 each day  
Audience: Anyone responsible for investigating  
Intake Referral Forms

Course Number: 4137-0016  
Register by: 12/25/06 Cancellation Deadline: 1/5/07  
Selection Verification Date: 12/28/06 Cost: \$175  
When faced with a harassment or discrimination complaint, an agency should respond promptly and thoroughly. If you are the person responsible for investigating such a claim, you need to know how to conduct an investigation that addresses the issues appropriately and that is sensitive to the rights of both the alleged victim and the accused. Participants will learn the basic legal foundation for harassment and discrimination claims and will apply that knowledge during this intensive and practical course. Using an interactive format, participants will learn how to (1) take an initial complaint, (2) turn that information into an investigation plan, (3) interview parties involved in a claim, and (4) reduce the information gathered into an investigative memorandum.

## INVESTIGATIONS: DISCRIMINATION AND HARASSMENT CLAIMS

March 13-14, 2007 8:30-4:00 each day  
Audience: Anyone responsible for investigating  
Intake Referral Forms

Course Number: 4137-0017  
Register by: 2/24/07 Cancellation Deadline: 3/7/07  
Selection Verification Date: 2/27/07 Cost: \$175

## MAKING EFFECTIVE PRESENTATIONS

March 27-28, 2007 27<sup>th</sup> (8:30-12:30), 28<sup>th</sup> (8:30-4:00)  
Audience: Anyone making formal presentations  
Course Number: 4102-0148  
Register By: 3/10/07 Cancellation Deadline: 3/21/07  
Selection Verification Date: 3/13/07 Cost: \$183  
It is normal to be uncomfortable about speaking in front of a group of people. *Making Effective Presentations* provides ways to increase the ability to express ideas so that the speaker gains audience understanding and support. This course provides an opportunity to learn key steps and useful tips in preparing for and giving effective presentations.

## MAKING EFFECTIVE PRESENTATIONS

April 17-18, 2007 17<sup>th</sup> (8:30-12:30), 18<sup>th</sup> (8:30-4:00)  
Audience: Anyone making formal presentations  
Course Number: 4102-0149  
Register By: 3/31/07 Cancellation Deadline: 4/11/07  
Selection Verification Date: 4/3/07 Cost: \$183

# COURSE

# ANNOUNCEMENT

JANUARY –  
APRIL 2007

NASHVILLE

## MANAGING PERFORMANCE<sub>2</sub>

January 23–24, 2007 8:30–4:00 each day  
Audience: Supervisors  
Course Number: 2039–0085  
Register By: 1/6/07 Cancellation Deadline: 1/17/07  
Selection Verification Date: 1/9/07 Cost: \$0  
*Managing Performance<sub>2</sub>* is a two-day workshop that will provide supervisors and managers with the knowledge and skills necessary to effectively manage the performance of the employees who report to them. At the end of the workshop participants will be able to:

- Define performance.
- Identify the reasons why performance is important.
- Review the basic principles of motivation.
- Recognize the leader's role in fostering a positive work environment.
- Recognize the different opportunities for improving employee performance.
- Identify the steps for performance counseling.
- Use the performance counseling worksheet to prepare for and conduct a performance counseling discussion.
- Learn the basic principles for providing effective feedback.
- Identify ways to reinforce effective performance.
- Develop an action plan to apply the knowledge and skills learned.

*Managing Performance<sub>2</sub>* (MP<sub>2</sub>) replaces Managing Performance in the LDI Phase I. Its content is designed to parallel that of Managing Performance, and as such supervisors who have taken the original course will not be required to enroll in MP<sub>2</sub>. Since MP<sub>2</sub> is an LDI course, there is no charge to participate.

## MANAGING PERFORMANCE<sub>2</sub>

February 27–28, 2007 8:30–4:00 each day  
Audience: Supervisors  
Course Number: 2039–0089  
Register By: 2/10/07 Cancellation Deadline: 2/21/07  
Selection Verification Date: 2/13/07 Cost: \$0

## MANAGING PERFORMANCE<sub>2</sub>

March 27–28, 2007 8:30–4:00 each day  
Audience: Supervisors  
Course Number: 2039–0091  
Register By: 3/10/07 Cancellation Deadline: 3/21/07  
Selection Verification Date: 3/13/07 Cost: \$0

## MANAGING PERFORMANCE<sub>2</sub>

April 17–18, 2007 8:30–4:00 each day  
Audience: Supervisors  
Course Number: 2039–0092  
Register By: 3/31/07 Cancellation Deadline: 4/11/07  
Selection Verification Date: 4/3/07 Cost: \$0

## NUMBER SKILLS<sup>2</sup>

March 20–23, 2007 8:30–11:00 each day  
Audience: Anyone whose daily tasks require accuracy in keying, transferring, recording, or checking numbers.  
Course Number: 1040–0001  
Register By: 3/3/07 Cancellation Deadline: 3/14/07  
Selection Verification Date: 3/6/07 Cost: \$190

The *Number Skills<sup>2</sup>* Workshop is an interactive learning experience on the skills and techniques for effectively working with numbers. The workshop is designed to make your job easier by improving your accuracy and speed in number-transfer operations. Whether you transfer numbers by computer or by hand, Number Skills<sup>2</sup> will train you to make fewer errors while you work faster.

By participating in *Number Skills<sup>2</sup>*, you will learn how to:

- See numbers faster
- Remember numbers more accurately
- Transfer numbers from one document to another with fewer errors
- Use skills to make letter and digit handling faster and more efficient.

Participants will complete a pre-test to gain an accurate picture of their progress in the workshop. Previous participants have seen a reduction in errors by over 50%, number perception increase in speed by 20%, build up to twelve digits in number retention and build up in groups of three in number patterns.

## ORGANIZATIONAL POLICIES & PRACTICES FOR MANAGERS

March 8–9, 2007 8<sup>th</sup> (8:30–4:00) 9<sup>th</sup> (8:30–11:30)  
Audience: Managers  
Course Number: 3068–0416  
Register By: 2/19/07 Cancellation Deadline: 3/2/07  
Selection Verification Date: 2/22/07 Cost: \$0  
*Organizational Policies & Practices for Managers* is one of the initial courses offered to managers as part of the Leadership Development Initiative.

Managers attending this course will learn and understand:

- The role of managers, supervisors and employees and how each role is similar and different.
- How to manage responsibility under applicable Federal, State and local laws and policies.
- The organization and key provisions of the Department of Personnel Rules.
- A systematic approach to managing the performance of supervisors and employees.

## ORGANIZATIONAL POLICIES & PRACTICES FOR SUPERVISORS

January 9–10, 2007 9<sup>th</sup> (8:30–4:00) 10<sup>th</sup> (8:30–11:30)  
Audience: Supervisors  
Course Number: 2035–0848  
Register By: 12/23/06 Cancellation Deadline: 1/3/07  
Selection Verification Date: 12/26/06 Cost: \$0  
*Organizational Policies & Practices for Supervisors* supports the Leadership Development Initiative and introduces:

- The fundamental change in their job role that occurs as a new supervisor.
- Supervisory responsibility under applicable Federal, State and local laws and policies.
- The organization and key provisions of the Department of Personnel Rules.
- A systematic approach to managing the performance of employees.



# COURSE

# ANNOUNCEMENT

JANUARY –  
APRIL 2007

NASHVILLE

## ORGANIZATIONAL POLICIES & PRACTICES FOR SUPERVISORS

February 15–16, 2007 15<sup>th</sup> (8:30–4:00) 16<sup>th</sup> (8:30–11:30)  
Audience: Supervisors  
Course Number: 2035–0853  
Register By: 1/29/07 Cancellation Deadline: 2/9/07  
Selection Verification Date: 2/1/07 Cost: \$0

## ORGANIZATIONAL POLICIES & PRACTICES FOR SUPERVISORS

March 1–2, 2007 1<sup>st</sup> (8:30–4:00) 2<sup>nd</sup> (8:30–11:30)  
Audience: Supervisors  
Course Number: 2035–0855  
Register By: 2/12/07 Cancellation Deadline: 2/23/07  
Selection Verification Date: 2/15/07 Cost: \$0

## ORGANIZATIONAL POLICIES & PRACTICES FOR SUPERVISORS

April 12–13, 2007 12<sup>th</sup> (8:30–4:00) 13<sup>th</sup> (8:30–11:30)  
Audience: Supervisors  
Course Number: 2035–0856  
Register By: 3/26/07 Cancellation Deadline: 4/6/07  
Selection Verification Date: 3/29/07 Cost: \$0

## PERSONAL EMPOWERMENT

February 14, 2007 8:30–4:00  
Audience: Non supervisory employees  
Course Number: 5008–0081  
Register By: 1/28/07 Cancellation Deadline: 2/8/07  
Selection Verification Date: 1/31/07 Cost: \$72

*Personal Empowerment* gives employees effective ways to take responsibility for their own success. Participants learn barriers to empowerment and six Personal Empowerment Actions that are useful for employees at all levels. Practicing the empowerment action is an integral part of this module. The module also includes a personal empowerment survey and the participants develop an action plan to apply these new skills back on the job.

## PLAIN LANGUAGE WRITING

February 7, 2007 8:30–4:00  
Audience: Any Employee  
Course Number: 4123–0098  
Register By: 1/21/07 Cancellation Deadline: 2/1/07  
Selection Verification Date: 1/24/07 Cost: \$134

The traditional way of writing government documents often means the reader can't understand the intended message. This can lead to customer dissatisfaction and even more serious negative consequences to the agency and to our customers. Studies show that clearly written regulations, official letters, and memos improve compliance and decrease litigation, complaints, etc. Writing that considers our reader's needs improves the relationship between government and the public it serves and our internal customers. Clear writing reduces this burden on the public. It also reduces our burden because we don't have to deal with the consequences of unclear communication. This course is designed to provide you with appropriate writing solutions.

## PRE-SUPERVISORY LEADERSHIP DEVELOPMENT

February 8–9, 2007 8:30–4:00 each day  
Audience: Any employee  
Course Number: 2045–0002  
Register By: 1/22/07 Cancellation Deadline: 2/2/07  
Selection Verification Date: 1/25/07 Cost: \$225

Change is evident in all aspects of the workplace including the workforce. Effective leadership is an integral part of state government. Professional training and workforce development opportunities are the key to one's success as an effective supervisor. Any employee of state government can develop their potential as a supervisor by attending this course. This course provides an overview of supervisory concepts and fundamental skill application designed to prepare employees for the transition to supervisor. Taking on the role of supervisor requires a change in mindset and skill set. The content emphasis of this two-day training is developing foundational skills in leadership, motivation, communication, and ethics. Equipping employees with the proper skills is critical in this day of rapid development and change.

### Course Objectives:

- Explore concepts of effective leadership and recognize the different leadership approaches.
- Provide foundational concepts in pre-supervisory development focused on critical leadership components.
- Apply practical leadership skills, methods, and techniques to the workplace.
- Enhance personal development in the areas of motivation, communication, and ethics.

## PRE-SUPERVISORY LEADERSHIP DEVELOPMENT

March 29–30, 2007 8:30–4:00 each day  
Audience: Any employee  
Course Number: 2045–0003  
Register By: 3/12/07 Cancellation Deadline: 3/23/07  
Selection Verification Date: 3/15/07 Cost: \$225

## PRE-SUPERVISORY LEADERSHIP DEVELOPMENT

April 10–11, 2007 8:30–4:00 each day  
Audience: Any employee  
Course Number: 2045–0004  
Register By: 3/27/07 Cancellation Deadline: 4/4/07  
Selection Verification Date: 3/24/07 Cost: \$225

# COURSE

# ANNOUNCEMENT

JANUARY –  
APRIL 2007

NASHVILLE

## PROJECT MANAGEMENT

March 15–16, 2007 8:30–4:00 each day  
Audience: Supervisory  
Course Number: 4127–0053  
Register By: 2/26/07 Cancellation Deadline: 3/9/07  
Selection Verification Date: 3/1/07 Cost: \$365  
Today, many professionals find themselves attempting to manage complex and difficult projects. Successful project managers have found it valuable to develop the skills to most effectively plan and carry out their projects. This course will assist in developing the competencies required to effectively manage a project team, establish clarity of project goals, specify required resources, execute the plan and evaluate the outcome.

*Project Management* provides participants with practical methodologies that result in the successful management of projects. It is a two-day course for all employees managing projects.

## PROOFAMATICS<sup>2</sup>

February 20–23, 2007 8:30–4:00  
Audience: Anyone who generates or processes written communications  
Course Number: 1041-0001  
Register By: 2/3/07 Cancellation Deadline: 2/14/07  
Selection Verification Date: 2/6/07 Cost: \$260  
Proofreading is not the same as normal reading. A good proofreader has found a means of looking at a text rather than reading it for content. The purpose of *Proofamatics*<sup>2</sup> is to share a method – a systematic and effective way of proof reading. Participants will learn how to look at a text for the specific purpose of discovering errors. They will learn how to use an efficient system for this task, without relying on the methods they use for normal reading.

Using a step-by-step procedure, *Proofamatics*<sup>2</sup> will strengthen proofreading skills in two ways:

- 1) physically, by developing the eye's ability to locate specific elements in a text,
- 2) cognitively, by providing practice in language skills.

The benefits of attending *Proofamatics*<sup>2</sup> include error-free written communications, increased productivity, reduced organizational costs due to rework, and enhanced professional performance.

While attending the *Proofamatics*<sup>2</sup> course participants will –

- Learn an effective proofreading system
- Learn to recognize errors quickly and accurately
- Improve concentration
- Review basic language skills – and receive a copy of the *Gregg Reference Manual*
- Reduce eye fatigue

## RESPECTFUL WORKPLACE: A MANAGER'S GUIDE TO PREVENTING WORKPLACE HARASSMENT

January 22, 2007 8:30–4:00  
Audience: Supervisors/Managers  
Course Number: 3077–0394  
Register By: 1/5/07 Cancellation Deadline: 1/16/07  
Selection Verification Date: 1/8/07 Cost: \$109  
While all state employees are responsible for creating a respectful workplace, much of the challenge for implementing the state's new policy on Workplace Harassment will fall on managers and supervisors. What are harassing behaviors? What does a manager/supervisor do if they receive a complaint? How are complaints documented? What is retaliation? This course will provide the answers to these and many other questions managers and supervisors may have about Workplace Harassment.

## RESPECTFUL WORKPLACE: A MANAGER'S GUIDE TO PREVENTING WORKPLACE HARASSMENT

February 5, 2007 8:30–4:00  
Audience: Supervisors/Managers  
Course Number: 3077–0413  
Register By: 1/19/07 Cancellation Deadline: 1/30/07  
Selection Verification Date: 1/22/07 Cost: \$109

## RESPECTFUL WORKPLACE: A MANAGER'S GUIDE TO PREVENTING WORKPLACE HARASSMENT

March 5, 2007 8:30–4:00  
Audience: Supervisors/Managers  
Course Number: 3077–0416  
Register By: 2/16/07 Cancellation Deadline: 2/27/07  
Selection Verification Date: 2/19/07 Cost: \$109

## RESPECTFUL WORKPLACE: A MANAGER'S GUIDE TO PREVENTING WORKPLACE HARASSMENT

April 19, 2007 8:30–4:00  
Audience: Supervisors/Managers  
Course Number: 3077–0420  
Register By: 4/2/07 Cancellation Deadline: 4/13/07  
Selection Verification Date: 4/5/07 Cost: \$109

## RESPECTFUL WORKPLACE: A MANAGER'S GUIDE TO PREVENTING WORKPLACE HARASSMENT - TRAIN THE TRAINER (T-4-T)

January 23–26, 2007 8:30–4:00 Day 1 -3  
8:30-12:30 Day 4  
Audience: Agency Trainers  
Course Number: 4135-0019  
Register By: 1/6/07 Cancellation Deadline: 1/17/07  
Selection Verification Date: 1/9/07 Cost: \$620  
This course is designed for Agency Trainers to be certified in the Respectful Workplace for manager and staff level courses as facilitators.

## RESPECTFUL WORKPLACE: A MANAGER'S GUIDE TO PREVENTING WORKPLACE HARASSMENT - TRAIN THE TRAINER (T-4-T)

March 6–9, 2007 8:30–4:00 Day 1 -3  
8:30-12:30 Day 4  
Audience: Agency Trainers  
Course Number: 4135-0020  
Register By: 2/17/07 Cancellation Deadline: 2/28/07  
Selection Verification Date: 2/20/07 Cost: \$620

# COURSE

# ANNOUNCEMENT

JANUARY –  
APRIL 2007

NASHVILLE

## RESPECTFUL WORKPLACE: A STAFF GUIDE TO PREVENTING WORKPLACE HARASSMENT

January 5, 2007 8:30–12:30  
Audience: Non Supervisory  
Course Number: 5044–0940  
Register By: 12/19/06 Cancellation Deadline: 12/30/06  
Selection Verification Date: 12/22/06 Cost: \$74  
The state has developed a new policy regarding all forms of workplace harassment in accordance with the Executive Order. This workshop will help employees understand what workplace harassment is, identify who is protected, and describe what an employee should do if he/she encounters harassing behavior in the workplace.

## RESPECTFUL WORKPLACE: A STAFF GUIDE TO PREVENTING WORKPLACE HARASSMENT

January 17, 2007 8:30–12:30  
Audience: Non Supervisory  
Course Number: 5044–0941  
Register By: 12/31/06 Cancellation Deadline: 1/11/07  
Selection Verification Date: 1/3/07 Cost: \$74

## RESPECTFUL WORKPLACE: A STAFF GUIDE TO PREVENTING WORKPLACE HARASSMENT

February 1, 2007 8:30–12:30  
Audience: Non Supervisory  
Course Number: 5044–1028  
Register By: 1/15/07 Cancellation Deadline: 1/26/07  
Selection Verification Date: 1/18/07 Cost: \$74

## RESPECTFUL WORKPLACE: A STAFF GUIDE TO PREVENTING WORKPLACE HARASSMENT

February 1, 2007 8:30–12:30  
Audience: Non Supervisory  
Course Number: 5044–1029  
Register By: 1/15/07 Cancellation Deadline: 1/26/07  
Selection Verification Date: 1/18/07 Cost: \$74

## RESPECTFUL WORKPLACE: A STAFF GUIDE TO PREVENTING WORKPLACE HARASSMENT

March 6, 2007 8:30–12:30  
Audience: Non Supervisory  
Course Number: 5044–1034  
Register By: 2/17/07 Cancellation Deadline: 2/28/07  
Selection Verification Date: 2/20/07 Cost: \$74

## RESPECTFUL WORKPLACE: A STAFF GUIDE TO PREVENTING WORKPLACE HARASSMENT

March 6, 2007 8:30–12:30  
Audience: Non Supervisory  
Course Number: 5044–1033  
Register By: 2/17/07 Cancellation Deadline: 2/28/07  
Selection Verification Date: 2/20/07 Cost: \$74

## RESPECTFUL WORKPLACE: A STAFF GUIDE TO PREVENTING WORKPLACE HARASSMENT

April 2, 2007 8:30–12:30  
Audience: Non Supervisory  
Course Number: 5044–1036  
Register By: 3/16/07 Cancellation Deadline: 3/27/07  
Selection Verification Date: 3/19/07 Cost: \$74

## RESPECTFUL WORKPLACE: A STAFF GUIDE TO PREVENTING WORKPLACE HARASSMENT

April 2, 2007 8:30–12:30  
Audience: Non Supervisory  
Course Number: 5044–1035  
Register By: 3/16/07 Cancellation Deadline: 3/27/07  
Selection Verification Date: 3/19/07 Cost: \$74

## RESPECTFUL WORKPLACE: A STAFF GUIDE TO PREVENTING WORKPLACE HARASSMENT - TRAIN THE TRAINER (T-4-T)

April 3–5, 2007 8:30–4:00 Day 1 & 2  
8:30–12:30 Day 3  
Audience: Agency Trainers  
Course Number: 4133–0016  
Register By: 3/17/07 Cancellation Deadline: 3/28/07  
Selection Verification Date: 3/20/07 Cost: \$450  
This course is designed for Agency Trainers to be certified in the Respectful Workplace for staff level course.

## SPEAK UP ON TV

March 6, 2007 8:30–4:00  
Audience: Employees who represent their Agency and the State to the mass media  
Course Number: 4034–0151  
Register By: 2/17/07 Cancellation Deadline: 2/28/07  
Selection Verification Date: 2/20/07 Cost: \$270  
This program offers a unique opportunity to communicate a positive image of State Government to the public by providing participants an opportunity to learn basic on-camera techniques, analyze interviews and practice short on-camera interviews.

## STRATEGIES FOR STRESS MANAGEMENT

April 10, 2007 8:30–4:00  
Audience: Any Employee  
Course Number: 4037–0335  
Register By: 3/24/07 Cancellation Deadline: 4/4/07  
Selection Verification Date: 3/27/07 Cost: \$110  
Stress is a part of everyone's life. If we don't manage our individual stress levels, serious physical and emotional problems can occur. This program is designed to help employees understand stress, its causes, how people react to stress and ways to cope with stress.

## TAKING TIME FOR MAKING TIME

January 23, 2007 8:30–12:30  
Audience: Any Employee  
Course Number: 4126–0091  
Register By: 1/6/07 Cancellation Deadline: 1/17/07  
Selection Verification Date: 1/9/07 Cost: \$175  
Organizing, prioritizing, and managing time: these things seem to come naturally to some people. For most of us though, it's not so easy. The demands of work, family and so much else make it easy for something to "fall through the cracks." And then, of course, we feel guilty for missing the event and resolve to do better next time. Good time management skills can be learned.

*Taking Time For Making Time* is a fast paced, highly interactive program that provides the basics to manage time and priorities, define and describe your personal and organizational values, write measurable and achievable goals and tasks. Participants will learn to apply specific techniques to avoid procrastination, minimize interruptions such as phone calls, manage information such as mail and e-mail and maximize personal productivity. This four hour course is for all employees.

# COURSE

## A N N O U N C E M E N T

**JANUARY –  
APRIL 2007**

**NASHVILLE**

### **TAKING TIME FOR MAKING TIME**

February 27, 2007 8:30–12:30  
Audience: Any Employee  
Course Number: 4126–0098  
Register By: 2/10/07 Cancellation Deadline: 2/21/07  
Selection Verification Date: 2/13/07 Cost : \$175

### **TAKING TIME FOR MAKING TIME**

March 12, 2007 8:30–12:30  
Audience: Any Employee  
Course Number: 4126–0099  
Register By: 2/23/07 Cancellation Deadline: 3/15/07  
Selection Verification Date: 2/26/07 Cost : \$175

### **TAKING TIME FOR MAKING TIME**

April 3, 2007 8:30–12:30  
Audience: Any Employee  
Course Number: 4126–0100  
Register By: 3/17/07 Cancellation Deadline: 3/28/07  
Selection Verification Date: 3/20/07 Cost : \$175



# TRAINING ANNOUNCEMENT

JANUARY – APRIL 2007

## MIDDLE TENNESSEE MONTGOMERY BELL

TN DEPARTMENT OF

PERSONNEL

EMPLOYEE DEVELOPMENT &

EEO

505 DEADERICK STREET

SUITE 100

JAMES K. POLK BUILDING

NASHVILLE, TN 37243

615.741.3673

### TAKING TIME FOR MAKING TIME

April 11, 2007

8:30–12:30

Audience:

Any Employee

Course Number:

4126–0095

Register By: 3/25/07

Cancellation Deadline: 4/5/07

Selection Verification Date: 3/28/07

Cost : \$175

Organizing, prioritizing, and managing time: these things seem to come naturally to some people. For most of us though, it's not so easy. The demands of work, family and so much else make it easy for something to "fall through the cracks." And then, of course, we feel guilty for missing the event and resolve to do better next time. Good time management skills can be learned.

*Taking Time For Making Time* is a fast paced, highly interactive program that provides the basics to manage time and priorities, define and describe your personal and organizational values, write measurable and achievable goals and tasks. Participants will learn to apply specific techniques to avoid procrastination, minimize interruptions such as phone calls, manage information such as mail and e-mail and maximize personal productivity. This four hour course is for all employees.

# TRAINING ANNOUNCEMENT

JANUARY – APRIL 2007

## WEST TENNESSEE JACKSON

TN DEPARTMENT OF

PERSONNEL

EMPLOYEE DEVELOPMENT

& EEO

505 DEADERICK STREET

SUITE 100

JAMES K. POLK BUILDING

NASHVILLE, TN 37243

615.741.3673

### 3 T's OF COMMUNICATION—TOOLS, TECHNIQUES & TIPS

January 19, 2007 8:30–12:30  
Audience: Any Employee  
Course Number: 4128–0081  
Register By: 1/2/07 Cancellation Deadline: 1/13/07  
Selection Verification Date: 1/5/07 Cost: \$115

The workplace is moving at a faster pace than ever before. It was not that long ago that “sending” a document meant putting a paper document in an envelope and mailing it. You would be glad for it to be received within a week. Now we expect to send a document anywhere in the world and have it received in a matter of minutes, if not seconds. The communication options that we have today are so numerous! Which is “right”? Which is “best”? How will you know which to use and how best to use it?

*The 3 T's of Communication* is highly specific to State Government's communication environment. This office efficiency course will provide tools, techniques and tips to resolve communication problems facing most office staff today. By using available technology, participants will learn to improve their overall effectiveness and efficiency.

### ADVANCED LIFESTYLE PLANNING

April 12, 2007 8:30–4:00  
Audience: Vested Employees  
Course Number: 4116–0220  
Register By: 3/26/07 Cancellation Deadline: 4/6/07  
Selection Verification Date: 3/29/07 Cost: \$125

This program is designed for employees vested with the state who are 15 years or less from retirement. This course will provide the knowledge needed to focus on health & financial goals and to construct a personalized action plan to continue the process of achieving these goals. Participants will obtain information needed to make preparations or adjust existing plans for financial well-being now instead of waiting until retirement, with information on State Retirement, Insurance options and Social Security.

### DEALING WITH DIFFICULT PEOPLE

January 8, 2007 8:30–4:00  
Audience: Non-Supervisory  
Course Number: 1023–0388  
Register By: 12/22/06 Cancellation Deadline: 1/2/07  
Selection Verification Date: 12/25/06 Cost: \$150

Conflict is something most of us prefer to avoid, but avoiding conflict is not the answer. This course provides a positive, even optimistic, approach to managing anger, emotional tension, and confrontation.

### DEALING WITH DIFFICULT PEOPLE

February 8, 2007 8:30–4:00  
Audience: Non-Supervisory  
Course Number: 1023–0393  
Register By: 1/22/07 Cancellation Deadline: 2/2/07  
Selection Verification Date: 1/25/07 Cost: \$150

### DEALING WITH DIFFICULT PEOPLE

March 8, 2007 8:30–4:00  
Audience: Non-Supervisory  
Course Number: 1023–0391  
Register By: 2/19/07 Cancellation Deadline: 3/2/07  
Selection Verification Date: 2/22/07 Cost: \$150

### MANAGING PERFORMANCE<sub>2</sub>

April 26–27, 2007 8:30–4:00 each day  
Audience: Supervisors  
Course Number: 2039–0093  
Register By: 4/9/07 Cancellation Deadline: 4/20/07  
Selection Verification Date: 4/12/07 Cost: \$0

*Managing Performance<sub>2</sub>* is a two-day workshop that will provide supervisors and managers with the knowledge and skills necessary to effectively manage the performance of the employees who report to them. At the end of the workshop participants will be able to:

- Define performance.
- Identify the reasons why performance is important.
- Review the basic principles of motivation.
- Recognize the leader's role in fostering a positive work environment.
- Recognize the different opportunities for improving employee performance.
- Identify the steps for performance counseling.
- Use the performance counseling worksheet to prepare for and conduct a performance counseling discussion.
- Learn the basic principles for providing effective feedback.
- Identify ways to reinforce effective performance.
- Develop an action plan to apply the knowledge and skills learned.

*Managing Performance<sub>2</sub>* (MP<sub>2</sub>) replaces Managing Performance in the LDI Phase I. Its content is designed to parallel that of Managing Performance, and as such supervisors who have taken the original course will not be required to enroll in MP<sub>2</sub>. Since MP<sub>2</sub> is an LDI course, there is no charge to participate.

# COURSE

# A N N O U N C E M E N T

JANUARY –  
APRIL 2007

JACKSON

## PLAIN LANGUAGE WRITING

January 26, 2007

8:30–4:00

Audience:

Any Employee

Course Number:

4123–0096

Register By: 1/9/07

Cancellation Deadline: 1/20/07

Selection Verification Date: 1/12/07

Cost: \$134

The traditional way of writing government documents often means the reader can't understand the intended message. This can lead to customer dissatisfaction and even more serious negative consequences to the agency and to our customers. Studies show that clearly written regulations, official letters, and memos improve compliance and decrease litigation, complaints, etc. Writing that considers our reader's needs improves the relationship between government and the public it serves and our internal customers. Clear writing reduces this burden on the public. It also reduces our burden because we don't have to deal with the consequences of unclear communication. This course is designed to provide you with appropriate writing solutions.

## RESPECTFUL WORKPLACE: A MANAGER'S GUIDE TO PREVENTING WORKPLACE HARASSMENT

April 9, 2007

8:30–4:00

Audience:

Supervisors/Managers

Course Number:

3077–0419

Register By: 3/23/07

Cancellation Deadline: 4/3/07

Selection Verification Date: 3/26/07

Cost: \$109

While all state employees are responsible for creating a respectful workplace, much of the challenge for implementing the state's new policy on Workplace Harassment will fall on managers and supervisors. What are harassing behaviors? What does a manager/supervisor do if they receive a complaint? How are complaints documented? What is retaliation? This course will provide the answers to these and many other questions managers and supervisors may have about Workplace Harassment.

## RESPECTFUL WORKPLACE: A STAFF GUIDE TO PREVENTING WORKPLACE HARASSMENT

January 12, 2007

8:30–12:30

Audience:

Non Supervisory

Course Number:

5044–0942

Register By: 12/26/06

Cancellation Deadline: 1/6/07

Selection Verification Date: 12/29/06

Cost: \$74

The state has developed a new policy regarding all forms of workplace harassment in accordance with the Executive Order. This workshop will help employees understand what workplace harassment is, identify who is protected, and describe what an employee should do if he/she encounters harassing behavior in the workplace.

## TAKING TIME FOR MAKING TIME

January 29, 2007

8:30–12:30

Audience:

Any Employee

Course Number:

4126–0092

Register By: 1/12/07

Cancellation Deadline: 1/23/07

Selection Verification Date: 1/15/07

Cost: \$175

Organizing, prioritizing, and managing time: these things seem to come naturally to some people. For most of us though, it's not so easy. The demands of work, family and so much else make it easy for something to "fall through the cracks." And then, of course, we feel guilty for missing the event and resolve to do better next time. Good time management skills can be learned.

*Taking Time For Making Time* is a fast paced, highly interactive program that provides the basics to manage time and priorities, define and describe your personal and organizational values, write measurable and achievable goals and tasks. Participants will learn to apply specific techniques to avoid procrastination, minimize interruptions such as phone calls, manage information such as mail and e-mail and maximize personal productivity. This four hour course is for all employees.

# TRAINING ANNOUNCEMENT

JANUARY – APRIL 2007

## WEST TENNESSEE MEMPHIS

TN DEPARTMENT OF

PERSONNEL

EMPLOYEE DEVELOPMENT

& EEO

505 DEADERICK STREET

SUITE 100

JAMES K. POLK BUILDING

NASHVILLE, TN 37243

615.741.3673

### ADVANCED LIFESTYLE PLANNING

February 20, 2007 8:30–4:00  
Audience: Vested Employees  
Course Number: 4116–0218  
Register By: 2/3/07 Cancellation Deadline: 2/14/07  
Selection Verification Date: 2/6/07 Cost: \$125  
This program is designed for employees vested with the state who are 15 years or less from retirement. This course will provide the knowledge needed to focus on health & financial goals and to construct a personalized action plan to continue the process of achieving these goals. Participants will obtain information needed to make preparations or adjust existing plans for financial well-being now instead of waiting until retirement, with information on State Retirement, Insurance options and Social Security.

### CHOICES

March 12, 2007 8:30–4:00  
Audience: Supervisory  
Course Number: 2018–0361  
Register By: 2/23/07 Cancellation Deadline: 3/6/07  
Selection Verification Date: 2/26/07 Cost: \$124  
This course shows how an organization can reduce or eliminate EEO complaints and charges, increase manager sensitivity to subtle forms of discrimination, meet affirmative action and EEO guidelines, boost morale, maintain a better public image, and retain its best employees.

### CUSTOMER SERVICE: IN GOVERNMENT!

January 18, 2007 8:30–4:00  
Audience: Any Employee  
Course Number: 1037–0114  
Register By: 1/1/07 Cancellation Deadline: 1/12/07  
Selection Verification Date: 1/4/07 Cost: \$140  
This workshop will provide helpful insights into working with customers in a government environment and to accomplish the following objectives:

- Identify job, service, and customer knowledge needed to perform their work.
- Recognize service issues from the customer's point of view & list the top seven "service killers."
- Identify factors that influence customer satisfaction and dissatisfaction.
- Discuss elements of appropriate communication used with a customer.
- Identify "moments of truth" in service of customers in the participant's business area and assess service areas needing improvement.
- Apply the "four steps of service" to exceed customer expectations.

### DIVERSITY: THE WINNING BALANCE

March 26, 2007 8:30–4:00  
Audience: Any Employee  
Course Number: 5001–0275  
Register By: 3/9/07 Cancellation Deadline: 3/20/07  
Selection Verification Date: 3/12/07 Cost: \$120  
This course will help all employees explore their personal attitudes towards differences, and how these attitudes affect their interaction with others. Five dramatic segments explore the topic of diversity—on a very personal level.

### ENGLISH REVIEW PART I

January 8–12, 2007 8:30–12:30 each day  
Audience: Any Employee  
Course Number: 1003–0162  
Register By: 12/22/06 Cancellation Deadline: 1/2/07  
Selection Verification Date: 12/25/06 Cost: \$386  
With advancing technology, employees are assuming more responsibility for grammatically correct business correspondence. This course will prepare the employee for today's business world.

### ENGLISH REVIEW PART I

February 5–9, 2007 8:30–12:30 each day  
Audience: Any Employee  
Course Number: 1003–0164  
Register By: 1/19/07 Cancellation Deadline: 1/30/07  
Selection Verification Date: 1/22/07 Cost: \$386

### INTERVIEWING TECHNIQUES

March 13–14, 2007 8:30–4:00 each day  
Audience: Supervisory  
Course Number: 3027–0200  
Register By: 2/24/07 Cancellation Deadline: 3/7/07  
Selection Verification Date: 2/27/07 Cost: \$222  
One of the most important functions in State government is staffing. Interviewing skills are a necessary prerequisite for conducting objective interviews in the staffing function. *Interviewing Techniques* provides a uniform, transferable, and systematic approach to interviewing. Through video modeling, short lectures, and skill practice, participants learn a systematic approach to planning, conducting and evaluating effective interviews. Equal Opportunity, Affirmative Action, and ADA laws are specifically addressed in the course.

# COURSE

## A N N O U N C E M E N T

JANUARY –  
APRIL 2007

MEMPHIS

### MANAGING PERFORMANCE<sub>2</sub>

February 22–23, 2007 8:30–4:00 each day  
Audience: Supervisors  
Course Number: 2039–0088  
Register By: 2/5/07 Cancellation Deadline: 2/16/07

Selection Verification Date: 2/8/07 Cost: \$0  
*Managing Performance<sub>2</sub>* is a two-day workshop that will provide supervisors and managers with the knowledge and skills necessary to effectively manage the performance of the employees who report to them. At the end of the workshop participants will be able to:

- Define performance.
- Identify the reasons why performance is important.
- Review the basic principles of motivation.
- Recognize the leader's role in fostering a positive work environment.
- Recognize the different opportunities for improving employee performance.
- Identify the steps for performance counseling.
- Use the performance counseling worksheet to prepare for and conduct a performance counseling discussion.
- Learn the basic principles for providing effective feedback.
- Identify ways to reinforce effective performance.
- Develop an action plan to apply the knowledge and skills learned.

*Managing Performance<sub>2</sub>* (MP<sub>2</sub>) replaces Managing Performance in the LDI Phase I. Its content is designed to parallel that of Managing Performance, and as such supervisors who have taken the original course will not be required to enroll in MP<sub>2</sub>. Since MP<sub>2</sub> is an LDI course, there is no charge to participate.

### ORGANIZATIONAL POLICIES & PRACTICES FOR SUPERVISORS

February 8–9, 2007 8<sup>th</sup> (8:30–4:00) 9<sup>th</sup> (8:30–11:30)  
Audience: Supervisors  
Course Number: 2035–0852  
Register By: 1/22/07 Cancellation Deadline: 2/2/07

Selection Verification Date: 1/25/07 Cost: \$0  
*Organizational Policies & Practices for Supervisors* supports the Leadership Development Initiative and introduces:

- The fundamental change in their job role that occurs as a new supervisor.
- Supervisory responsibility under applicable Federal, State and local laws and policies.
- The organization and key provisions of the Department of Personnel Rules.
- A systematic approach to managing the performance of employees.

### PROJECT MANAGEMENT

March 1–2, 2007 8:30–4:00 each day  
Audience: Supervisory  
Course Number: 4127–0052  
Register By: 2/12/07 Cancellation Deadline: 2/23/07

Selection Verification Date: 2/15/07 Cost: \$365  
Today, many professionals find themselves attempting to manage complex and difficult projects. Successful project managers have found it valuable to develop the skills to most effectively plan and carry out their projects. This course will assist in developing the competencies required to effectively manage a project team, establish clarity of project goals, specify required resources, execute the plan and evaluate the outcome.

*Project Management* provides participants with practical methodologies that result in the successful management of projects. It is a two-day course for all employees managing projects.

### RESPECTFUL WORKPLACE: A MANAGER'S GUIDE TO PREVENTING WORKPLACE HARASSMENT

January 25, 2007 8:30–4:00  
Audience: Supervisors/Managers  
Course Number: 3077–0395  
Register By: 1/8/07 Cancellation Deadline: 1/19/07

Selection Verification Date: 1/11/07 Cost: \$109  
While all state employees are responsible for creating a respectful workplace, much of the challenge for implementing the state's new policy on Workplace Harassment will fall on managers and supervisors. What are harassing behaviors? What does a manager/supervisor do if they receive a complaint? How are complaints documented? What is retaliation? This course will provide the answers to these and many other questions managers and supervisors may have about Workplace Harassment.

### RESPECTFUL WORKPLACE: A MANAGER'S GUIDE TO PREVENTING WORKPLACE HARASSMENT

February 26, 2007 8:30–4:00  
Audience: Supervisors/Managers  
Course Number: 3077–0415  
Register By: 2/9/07 Cancellation Deadline: 2/20/07

Selection Verification Date: 2/12/07 Cost: \$109

### RESPECTFUL WORKPLACE: A STAFF GUIDE TO PREVENTING WORKPLACE HARASSMENT

February 21, 2007 8:30–12:30  
Audience: Non Supervisory  
Course Number: 5044–1031  
Register By: 2/4/07 Cancellation Deadline: 2/15/07

Selection Verification Date: 2/7/07 Cost: \$74  
The state has developed a new policy regarding all forms of workplace harassment in accordance with the Executive Order. This workshop will help employees understand what workplace harassment is, identify who is protected, and describe what an employee should do if he/she encounters harassing behavior in the workplace.

### TAKING TIME FOR MAKING TIME

February 7, 2007 8:30–12:30  
Audience: Any Employee  
Course Number: 4126–0096  
Register By: 1/21/07 Cancellation Deadline: 2/1/07

Selection Verification Date: 1/24/07 Cost: \$175  
Organizing, prioritizing, and managing time: these things seem to come naturally to some people. For most of us though, it's not so easy. The demands of work, family and so much else make it easy for something to "fall through the cracks." And then, of course, we feel guilty for missing the event and resolve to do better next time. Good time management skills can be learned.

*Taking Time For Making Time* is a fast paced, highly interactive program that provides the basics to manage time and priorities, define and describe your personal and organizational values, write measurable and achievable goals and tasks. Participants will learn to apply specific techniques to avoid procrastination, minimize interruptions such as phone calls, manage information such as mail and e-mail and maximize personal productivity. This four hour course is for all employees.



# TRAINING ANNOUNCEMENT

JANUARY – APRIL 2007

## WEST TENNESSEE NATCHEZ TRACE

TN DEPARTMENT OF

PERSONNEL

EMPLOYEE DEVELOPMENT

& EEO

505 DEADERICK STREET

SUITE 100

JAMES K. POLK BUILDING

NASHVILLE, TN 37243

615.741.3673

### INTERVIEWING TECHNIQUES

April 24–25, 2007

8:30–4:00 each day

Audience:

Supervisory

Course Number:

3027–0203

Register By: 4/7/07

Cancellation Deadline: 4/18/07

Selection Verification Date: 4/10/07

Cost: \$222

One of the most important functions in State government is staffing. Interviewing skills are a necessary prerequisite for conducting objective interviews in the staffing function. *Interviewing Techniques* provides a uniform, transferable, and systematic approach to interviewing. Through video modeling, short lectures, and skill practice, participants learn a systematic approach to planning, conducting and evaluating effective interviews. Equal Opportunity, Affirmative Action, and ADA laws are specifically addressed in the course.

### TAKING TIME FOR MAKING TIME

April 10, 2007

8:30–12:30

Audience:

Any Employee

Course Number:

4126–0094

Register By: 3/24/07

Cancellation Deadline: 4/4/07

Selection Verification Date: 3/27/07

Cost : \$175

Organizing, prioritizing, and managing time: these things seem to come naturally to some people. For most of us though, it's not so easy. The demands of work, family and so much else make it easy for something to "fall through the cracks." And then, of course, we feel guilty for missing the event and resolve to do better next time. Good time management skills can be learned.

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# TRAINING ANNOUNCEMENT

JANUARY – APRIL 2007

## EAST TENNESSEE CHATTANOOGA

TN DEPARTMENT OF

PERSONNEL

EMPLOYEE DEVELOPMENT

& EEO

505 DEADERICK STREET

SUITE 100

JAMES K. POLK BUILDING

NASHVILLE, TN 37243

615.741.3673

### 3 T's OF COMMUNICATION—TOOLS, TECHNIQUES & TIPS

January 5, 2007 8:30–12:30  
Audience: Any Employee  
Course Number: 4128–0080  
Register By: 12/19/06 Cancellation Deadline: 12/30/06  
Selection Verification Date: 12/22/06 Cost: \$115  
The workplace is moving at a faster pace than ever before. It was not that long ago that “sending” a document meant putting a paper document in an envelope and mailing it. You would be glad for it to be received within a week. Now we expect to send a document anywhere in the world and have it received in a matter of minutes, if not seconds. The communication options that we have today are so numerous! Which is “right”? Which is “best”? How will you know which to use and how best to use it?

*The 3 T's of Communication* is highly specific to State Government's communication environment. This office efficiency course will provide tools, techniques and tips to resolve communication problems facing most office staff today. By using available technology, participants will learn to improve their overall effectiveness and efficiency.

### DIVERSITY: THE WINNING BALANCE

April 30, 2007 8:30–4:00  
Audience: Any Employee  
Course Number: 5001–0276  
Register By: 4/13/07 Cancellation Deadline: 4/24/07  
Selection Verification Date: 4/16/07 Cost: \$120  
This course will help all employees explore their personal attitudes towards differences, and how these attitudes affect their interaction with others. Five dramatic segments explore the topic of diversity—on a very personal level.

### ENGLISH REVIEW PART I

January 22–26, 2007 8:30–12:30 each day  
Audience: Any Employee  
Course Number: 1003–0163  
Register By: 1/5/07 Cancellation Deadline: 1/16/07  
Selection Verification Date: 1/8/07 Cost: \$386  
With advancing technology, employees are assuming more responsibility for grammatically correct business correspondence. This course will prepare the employee for today's business world.

### MANAGING PERFORMANCE<sub>2</sub>

March 14–15, 2007 8:30–4:00 each day  
Audience: Supervisors  
Course Number: 2039–0090  
Register By: 2/25/07 Cancellation Deadline: 3/8/07  
Selection Verification Date: 2/28/07 Cost: \$0  
*Managing Performance<sub>2</sub>* is a two-day workshop that will provide supervisors and managers with the knowledge and skills necessary to effectively manage the performance of the employees who report to them. At the end of the workshop participants will be able to:

- Define performance.
- Identify the reasons why performance is important.
- Review the basic principles of motivation.
- Recognize the leader's role in fostering a positive work environment.
- Recognize the different opportunities for improving employee performance.
- Identify the steps for performance counseling.
- Use the performance counseling worksheet to prepare for and conduct a performance counseling discussion.
- Learn the basic principles for providing effective feedback.
- Identify ways to reinforce effective performance.
- Develop an action plan to apply the knowledge and skills learned.

*Managing Performance<sub>2</sub>* (MP<sub>2</sub>) replaces Managing Performance in the LDI Phase I. Its content is designed to parallel that of Managing Performance, and as such supervisors who have taken the original course will not be required to enroll in MP<sub>2</sub>. Since MP<sub>2</sub> is an LDI course, there is no charge to participate.

### ORGANIZATIONAL POLICIES & PRACTICES FOR SUPERVISORS

February 22–23, 2007 22<sup>nd</sup> (8:30–4:00) 23<sup>rd</sup> (8:30–11:30)  
Audience: Supervisors  
Course Number: 2035–0854  
Register By: 2/5/07 Cancellation Deadline: 2/16/07  
Selection Verification Date: 2/8/07 Cost: \$0  
*Organizational Policies & Practices for Supervisors* supports the Leadership Development Initiative and introduces:

- The fundamental change in their job role that occurs as a new supervisor.
- Supervisory responsibility under applicable Federal, State and local laws and policies.
- The organization and key provisions of the Department of Personnel Rules.
- A systematic approach to managing the performance of employees.

# COURSE

# A N N O U N C E M E N T

JANUARY –  
APRIL 2007

CHATTANOOGA

## RESPECTFUL WORKPLACE: A MANAGER'S GUIDE TO PREVENTING WORKPLACE HARASSMENT

March 7, 2007 8:30–4:00  
Audience: Supervisors/Managers  
Course Number: 3077–0417  
Register By: 2/18/07 Cancellation Deadline: 3/1/07  
Selection Verification Date: 2/21/07 Cost: \$109

While all state employees are responsible for creating a respectful workplace, much of the challenge for implementing the state's new policy on Workplace Harassment will fall on managers and supervisors. What are harassing behaviors? What does a manager/supervisor do if they receive a complaint? How are complaints documented? What is retaliation? This course will provide the answers to these and many other questions managers and supervisors may have about Workplace Harassment.

## RESPECTFUL WORKPLACE: A STAFF GUIDE TO PREVENTING WORKPLACE HARASSMENT

February 9, 2007 8:30–12:30  
Audience: Non Supervisory  
Course Number: 5044–1030  
Register By: 1/23/07 Cancellation Deadline: 2/3/07  
Selection Verification Date: 1/26/07 Cost: \$74

The state has developed a new policy regarding all forms of workplace harassment in accordance with the Executive Order. This workshop will help employees understand what workplace harassment is, identify who is protected, and describe what an employee should do if he/she encounters harassing behavior in the workplace.

## TAKING TIME FOR MAKING TIME

January 11, 2007 8:30–12:30  
Audience: Any Employee  
Course Number: 4126–0093  
Register By: 12/25/06 Cancellation Deadline: 1/5/07  
Selection Verification Date: 12/28/06 Cost: \$175

Organizing, prioritizing, and managing time: these things seem to come naturally to some people. For most of us though, it's not so easy. The demands of work, family and so much else make it easy for something to "fall through the cracks." And then, of course, we feel guilty for missing the event and resolve to do better next time. Good time management skills can be learned.

*Taking Time For Making Time* is a fast paced, highly interactive program that provides the basics to manage time and priorities, define and describe your personal and organizational values, write measurable and achievable goals and tasks. Participants will learn to apply specific techniques to avoid procrastination, minimize interruptions such as phone calls, manage information such as mail and e-mail and maximize personal productivity. This four hour course is for all employees.

# TRAINING ANNOUNCEMENT

JANUARY – APRIL 2007

## EAST TENNESSEE JOHNSON CITY

TN DEPARTMENT OF

PERSONNEL

EMPLOYEE DEVELOPMENT

& EEO

505 DEADERICK STREET

SUITE 100

JAMES K. POLK BUILDING

NASHVILLE, TN 37243

615.741.3673

### DIVERSITY: THE WINNING BALANCE

March 19, 2007 8:30–4:00  
Audience: Any Employee  
Course Number: 5001–0274  
Register By: 3/2/07 Cancellation Deadline: 3/13/07  
Selection Verification Date: 3/5/07 Cost: \$120  
This course will help all employees explore their personal attitudes towards differences, and how these attitudes affect their interaction with others. Five dramatic segments explore the topic of diversity—on a very personal level.

### ORGANIZATIONAL POLICIES & PRACTICES FOR SUPERVISORS

January 18–19, 2007 18<sup>th</sup> (8:30–4:00) 19<sup>th</sup> (8:30–11:30)  
Audience: Supervisors  
Course Number: 2035–0849  
Register By: 1/1/07 Cancellation Deadline: 1/12/07  
Selection Verification Date: 1/4/07 Cost: \$0  
*Organizational Policies & Practices for Supervisors* supports the Leadership Development Initiative and introduces:

- The fundamental change in their job role that occurs as a new supervisor.
- Supervisory responsibility under applicable Federal, State and local laws and policies.
- The organization and key provisions of the Department of Personnel Rules.
- A systematic approach to managing the performance of employees.

### ORGANIZATIONAL POLICIES & PRACTICES FOR SUPERVISORS

April 23–24, 2007 23<sup>rd</sup> (8:30–4:00) 24<sup>th</sup> (8:30–11:30)  
Audience: Supervisors  
Course Number: 2035–0857  
Register By: 4/6/07 Cancellation Deadline: 4/17/07  
Selection Verification Date: 4/9/07 Cost: \$0

### PLAIN LANGUAGE WRITING

February 5, 2007 8:30–4:00  
Audience: Any Employee  
Course Number: 4123–0097  
Register By: 1/19/07 Cancellation Deadline: 1/30/07  
Selection Verification Date: 1/22/07 Cost: \$134  
The traditional way of writing government documents often means the reader can't understand the intended message. This can lead to customer dissatisfaction and even more serious negative consequences to the agency and to our customers. Studies show that clearly written regulations, official letters, and memos improve compliance and decrease litigation, complaints, etc. Writing that considers our reader's needs improves the relationship between government and the public it serves and our internal customers. Clear writing reduces this burden on the public. It also reduces our burden because we don't have to deal with the consequences of unclear communication. This course is designed to provide you with appropriate writing solutions.

### RESPECTFUL WORKPLACE: A STAFF GUIDE TO PREVENTING WORKPLACE HARASSMENT

April 30, 2007 8:30–12:30  
Audience: Non Supervisory  
Course Number: 5044–1037  
Register By: 4/13/07 Cancellation Deadline: 4/24/07  
Selection Verification Date: 4/16/07 Cost: \$74  
The state has developed a new policy regarding all forms of workplace harassment in accordance with the Executive Order. This workshop will help employees understand what workplace harassment is, identify who is protected, and describe what an employee should do if he/she encounters harassing behavior in the workplace.

### STRATEGIES FOR STRESS MANAGEMENT

January 12, 2007 8:30–4:00  
Audience: Any Employee  
Course Number: 4037–0334  
Register By: 12/26/06 Cancellation Deadline: 1/6/07  
Selection Verification Date: 12/29/06 Cost: \$110  
Stress is a part of everyone's life. If we don't manage our individual stress levels, serious physical and emotional problems can occur. This program is designed to help employees understand stress, its causes, how people react to stress and ways to cope with stress.

# TRAINING ANNOUNCEMENT

JANUARY – APRIL 2007

## EAST TENNESSEE KNOXVILLE

TN DEPARTMENT OF

PERSONNEL

EMPLOYEE DEVELOPMENT

& EEO

505 DEADERICK STREET

SUITE 100

JAMES K. POLK BUILDING

NASHVILLE, TN 37243

615.741.3673

### 3 T's OF COMMUNICATION—TOOLS, TECHNIQUES & TIPS

April 20, 2007 8:30–12:30  
Audience: Any Employee  
Course Number: 4128–0084  
Register By: 4/3/07 Cancellation Deadline: 4/14/07  
Selection Verification Date: 4/6/07 Cost: \$115

The workplace is moving at a faster pace than ever before. It was not that long ago that “sending” a document meant putting a paper document in an envelope and mailing it. You would be glad for it to be received within a week. Now we expect to send a document anywhere in the world and have it received in a matter of minutes, if not seconds. The communication options that we have today are so numerous! Which is “right”? Which is “best”? How will you know which to use and how best to use it?

*The 3 T's of Communication* is highly specific to State Government's communication environment. This office efficiency course will provide tools, techniques and tips to resolve communication problems facing most office staff today. By using available technology, participants will learn to improve their overall effectiveness and efficiency.

### ADVANCED LIFESTYLE PLANNING

February 8, 2007 8:30–4:00  
Audience: Vested Employees  
Course Number: 4116–0217  
Register By: 1/22/07 Cancellation Deadline: 2/2/07  
Selection Verification Date: 1/25/07 Cost: \$125

This program is designed for employees vested with the state who are 15 years or less from retirement. This course will provide the knowledge needed to focus on health & financial goals and to construct a personalized action plan to continue the process of achieving these goals. Participants will obtain information needed to make preparations or adjust existing plans for financial well-being now instead of waiting until retirement, with information on State Retirement, Insurance options and Social Security.

### CHOICES

January 11, 2007 8:30–4:00  
Audience: Supervisory  
Course Number: 2018–0359  
Register By: 12/25/06 Cancellation Deadline: 1/5/07  
Selection Verification Date: 12/28/06 Cost: \$124

This course shows how an organization can reduce or eliminate EEO complaints and charges, increase manager sensitivity to subtle forms of discrimination, meet affirmative action and EEO guidelines, boost morale, maintain a better public image, and retain its best employees.

### ENGLISH REVIEW PART I

April 23–27, 2007 8:30–12:30 each day  
Audience: Any Employee  
Course Number: 1003–0166  
Register By: 4/6/07 Cancellation Deadline: 4/17/07  
Selection Verification Date: 4/9/07 Cost: \$386

With advancing technology, employees are assuming more responsibility for grammatically correct business correspondence. This course will prepare the employee for today's business world.

### MANAGING PERFORMANCE<sub>2</sub>

February 12–13 8:30–4:00 each day  
Audience: Supervisors  
Course Number: 2039–0087  
Register By: 1/26/07 Cancellation Deadline: 2/6/07  
Selection Verification Date: 1/29/07 Cost: \$0

*Managing Performance<sub>2</sub>* is a two-day workshop that will provide supervisors and managers with the knowledge and skills necessary to effectively manage the performance of the employees who report to them. At the end of the workshop participants will be able to:

- Define performance.
- Identify the reasons why performance is important.
- Review the basic principles of motivation.
- Recognize the leader's role in fostering a positive work environment.
- Recognize the different opportunities for improving employee performance.
- Identify the steps for performance counseling.
- Use the performance counseling worksheet to prepare for and conduct a performance counseling discussion.
- Learn the basic principles for providing effective feedback.
- Identify ways to reinforce effective performance.
- Develop an action plan to apply the knowledge and skills learned.

*Managing Performance<sub>2</sub>* (MP<sub>2</sub>) replaces Managing Performance in the LDI Phase I. Its content is designed to parallel that of Managing Performance, and as such supervisors who have taken the original course will not be required to enroll in MP<sub>2</sub>. Since MP<sub>2</sub> is an LDI course, there is no charge to participate.



# COURSE

# A N N O U N C E M E N T

JANUARY –  
APRIL 2007

KNOXVILLE

## PROJECT MANAGEMENT

January 25-26, 2007 8:30–4:00 each day  
Audience: Supervisory  
Course Number: 4127–0051  
Register By: 1/8/07 Cancellation Deadline: 1/19/07  
Selection Verification Date: 1/11/07 Cost: \$365  
Today, many professionals find themselves attempting to manage complex and difficult projects. Successful project managers have found it valuable to develop the skills to most effectively plan and carry out their projects. This course will assist in developing the competencies required to effectively manage a project team, establish clarity of project goals, specify required resources, execute the plan and evaluate the outcome.

*Project Management* provides participants with practical methodologies that result in the successful management of projects. It is a two-day course for all employees managing projects.

## RESPECTFUL WORKPLACE: A MANAGER'S GUIDE TO PREVENTING WORKPLACE HARASSMENT

February 20, 2007 8:30–4:00  
Audience: Supervisors/Managers  
Course Number: 3077–0414  
Register By: 2/3/07 Cancellation Deadline: 2/14/07  
Selection Verification Date: 2/6/07 Cost: \$109  
While all state employees are responsible for creating a respectful workplace, much of the challenge for implementing the state's new policy on Workplace Harassment will fall on managers and supervisors. What are harassing behaviors? What does a manager/supervisor do if they receive a complaint? How are complaints documented? What is retaliation? This course will provide the answers to these and many other questions managers and supervisors may have about Workplace Harassment.

## RESPECTFUL WORKPLACE: A MANAGER'S GUIDE TO PREVENTING WORKPLACE HARASSMENT

April 4, 2007 8:30–4:00  
Audience: Supervisors/Managers  
Course Number: 3077–0418  
Register By: 3/18/07 Cancellation Deadline: 3/29/07  
Selection Verification Date: 3/21/07 Cost: \$109

## RESPECTFUL WORKPLACE: A STAFF GUIDE TO PREVENTING WORKPLACE HARASSMENT

March 23, 2007 8:30–12:30  
Audience: Non Supervisory  
Course Number: 5044–1034  
Register By: 3/6/07 Cancellation Deadline: 3/17/07  
Selection Verification Date: 3/9/07 Cost: \$74  
The state has developed a new policy regarding all forms of workplace harassment in accordance with the Executive Order. This workshop will help employees understand what workplace harassment is, identify who is protected, and describe what an employee should do if he/she encounters harassing behavior in the workplace.

## TAKING TIME FOR MAKING TIME

February 26, 2007 8:30–12:30  
Audience: Any Employee  
Course Number: 4126–0097  
Register By: 2/9/07 Cancellation Deadline: 2/20/07  
Selection Verification Date: 2/12/07 Cost: \$175  
Organizing, prioritizing, and managing time: these things seem to come naturally to some people. For most of us though, it's not so easy. The demands of work, family and so much else make it easy for something to "fall through the cracks." And then, of course, we feel guilty for missing the event and resolve to do better next time. Good time management skills can be learned.

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## Great...How do I sign up?

Please contact your agency's training coordinator for further information on attending these course offerings. If you are unsure who coordinates training for your agency, give us a call at 615.741.3673.

Any individuals with disabilities wishing to participate in these course offerings should contact their agency's training coordinator for registration and to discuss any auxiliary aids or services needed to facilitate such participation.

**For more information, you can also find us...On the Internet:**

**[www.state.tn.us/personnel/training](http://www.state.tn.us/personnel/training)**